

## **Information pack 6.2 – Local Best practice**

The Community mental health teams in Hillingdon undertake a range of interventions to help people recovering from a severe mental illness. These make use of the Borough's leisure, library and adult education services. Through various individual and group activities staff support people back into main stream activity and make direct links between physical and mental wellbeing. Examples of these will be provided by officers at the September 11<sup>th</sup> meeting as well as the following:

### **1. CNWL Recovery College**

Hillingdon patients are beginning to benefit from the new CNWL Recovery College. The College is based at Central and North West London NHS Foundation Trusts headquarters near Warren Street and is an innovative educational facility, providing recovery focused education for people with mental health issues and those in receipt of addictions and learning disabilities services, their supporters, families and Trust staff. The college operates a 'hub' and 'spoke' model and offers courses across five of the London boroughs that health services are delivered in.

The college first opened its doors in January 2012 and delivered a range of pilot courses in its first term. The success of the pilot has meant that the CNWL Recovery College was launched as a permanent fixture in April. The college has developed a curriculum of recovery courses which are co-produced and co-delivered by Peer Recovery Trainers (people with lived experience of mental health problems) and Recovery Trainers (mental health practitioners) in recognition of the value of both kinds of experience. Trust service users and staff will have a range of opportunities to learn alongside each other.

The College is part of the redesign of services that places greater emphasis on recovery and to put service users at the centre of our work. This is being achieved by having service users and staff co-producing, delivering and attending the courses together, learning together and, where applicable, challenging outdated practice and thinking".

Recovery describes the personal journey people with mental health problems take to rebuild and live meaningful and satisfying lives. A key feature of recovery-focused mental health services is the adoption of an educational and coaching model, rather than solely a therapeutic model of services. The aim of the CNWL Recovery College is not to replace opportunities and resources already available in the local area, but to complement them.

Waldo Roeg, a Peer Recovery Trainer at the CNWL Recovery College said:  
"For me the chance to work in a truly co-productive way in the co-productive environment of the CNWL Recovery College has played a big part in my own recovery journey. I really believe it is the same for my peers and for the people who attend".

- Central and North West London NHS Foundation Trust (CNWL) is one of six demonstration sites for the national Implementing Recovery Organisational Change (ImROC) project developed by the Centre for Mental Health and the NHS Confederation to support mental health services to become more recovery focused.

- Educating people about their conditions and how to manage them are important components of National Institute for Clinical Excellence (NICE) guidelines and a core NICE standard of service user experience of adult mental health services.

### **Courses Available are as follows**

#### **Understanding mental health difficulties and treatment**

Understanding a diagnosis of depression  
 Understanding self-harm  
 Understanding a diagnosis of psychosis  
 Introduction to personality disorders  
 Understanding your medication

#### **Rebuilding your life**

Introduction to recovery  
 Recovery and social inclusion  
 Taking back control  
 Introduction to managing stress  
 Introduction to mindfulness  
 Telling your story

#### **Developing knowledge and skills**

Employment: recovery in action  
 Getting the best from your ward round  
 How to organise and chair meetings  
 Better thinking about money  
 Personalisation in mental health

## **2. The Placement Efficiency Project**

The CNWL Placement Efficiency Project (PEP) has been introduced into Hillingdon to help address:

- the continued over reliance on residential and nursing home care; and
- reduce the costs of institutional care where community options are not immediately appropriate for the individual

The project had already successfully made efficiencies on placements for 5 of its commissioners. The project was extended to develop an Adult Social Care Hillingdon work-stream to primarily make efficiencies on a prioritised named patient list in existing placements and improve systems and processes. The PEP had also been shortlisted for the health services Journal annual awards.

As well as financial efficiencies, the PEP has supported LB Hillingdon to achieve the following during the project year:

- An ongoing system of planned and regular reviews of out of area and in borough placements.
- Working towards a clear plan and outcomes for each placement.
- Raised awareness of the costs and quality of placements as well gaps.

- Supported the development of the Hillingdon Complex Care panel
- Application of CFC in identified mental health placements
- PEP specialist clinical resources identified to support the process.
- Good working relationships between clinical and finance.
- Monthly PEP/LBH meetings (Regular communication around placements between CNWL and LB Hillingdon through monthly monitoring meetings)

The principal savings to date have been achieved through tighter and more structured reviews of current services users through a combined team of social workers and nurses. The intention is to expand into other areas necessary to sustain change, in particular supporting cultural changes in the approach of all front line staff to consider more rigorously alternatives to institutional care

The project is planning to make savings in Council-funded mental health placements of £336,000 in the current year. By the end of July it had achieved savings of £179,173 – 53% of its projected total.